

EX PARTE OR LATE FILED

*Records CC 92-77*

9 Kovacs Place  
Wallingford, CT 06492  
September 29, 1995

The Honorable Reed Hundt  
Chairman, FCC  
1919 M Street NW  
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

Dear Mr. Hundt:

I have heard about billed party preference and it could eliminate the kind of problem I have experienced.

Enclosed is copies of my letter and responding correspondence. The charges incurred for a nine minute call were outrageous.

I hope this will help you in your decision to support a bill for billed party preference. If I can be of any further assistance I would be happy to assist you in any manor.

Sincerely,

*Mary L. Naccarato*  
Mary L. Naccarato

No. of Copies rec'd 0  
List A B C D E

9 Kovacs Place  
Wallingford, CT 06492  
October 18, 1994

Zero Plus Dialing Inc.  
P. O. Box 791285  
San Antonio, Texas 78279-1285

Re: Account number (203) 269-2667

To Whom It May Concern:

I am disputing the recent charges on my phone bill. The two calls billed that I am disputing have calling dates of August 29, 1994 are to Wallingford from Dennis MA. I would like to know the per minute rates for these calls and what if any, additional charges are included. I did make two calls from South Yarmouth MA on these dates. I did not make any calls from Dennis MA.

You can send a written reply to me at the above address.

Sincerely,

Mary L. Naccarato

NET



Account No. 203 269-2667 808 R

Bill Date SEPTEMBER 21, 1994

ZERO PLUS DIALING PAGE 1 OF 1

**Customer Service**

If you have questions about the ZERO PLUS DIALING portion of your bill call 1-800-460-0756.  
If you have questions about other portions of your bill, call the number listed in the appropriate customer service section.

**Account Details • Calling Charges****ZERO PLUS DIALING CALLING CARD CALLS**

NO.	DATE	TIME	PLACE	AREA-NUMBER	RATE	MIN	AMOUNT
1	AUG 29	623PM	TO WALLINGFD	CT 203 269-2658			
			FR DENNIS	MA 508 398-7830	ES	9	13.95
2	AUG 29	633PM	TO WALLINGFD	CT 203 269-8567			
			FR DENNIS	MA 508 398-7830	ES	9	13.95
ZERO PLUS DIALING CALLING CARD CHARGES.....							27.90

Rate Applied: see reverse side for explanation of code and applicable rate

ZERO PLUS DIALING TOTAL CALLING CHARGES..... 27.90

**• Tax**

CONNECTICUT SALES TAX(6%)	1.67
FEDERAL TAX(3%)	.84
TOTAL TAX	2.51

**• Total New Charges for ZERO PLUS DIALING****30.41**

10-13-94  
Per Tony  
letter  
2 required

PO Box 791285  
San An

9-30-94  
Robert  
will have  
charges looked  
into - 5-10 days  
written response



August 31, 1995

Federal Communications Commission  
Common Carrier Bureau  
Enforcement Division  
Informal Complaints and Public Inquiries Branch  
Stop Code 1600A2  
Washington, D.C. 20554

RE: IC-95-05216 (Wright, S.)  
COMPLAINANT: Ms. Mary L. Naccarato  
Date: August 9, 1995

Dear Sir/Madam:

We are in receipt of the above referenced complaint. Zero Plus Dialing, Inc. is a billing clearinghouse which bills on behalf of operator service providers that provide service to hotels/motels, hospitals, pay telephones, prisons, etc. Zero Plus Dialing, Inc. is not a long distance carrier. We handle customer service on behalf of the majority of the carriers for which we bill. This function is performed in accordance with their guidelines. The below information will identify the carrier(s) for which we have billed, as well as any credit information regarding this dispute.

The complainant is disputing the rates charged for calling card calls. As the carrier in question has been directly served with this dispute, their response should provide more information regarding their rates and services. While Zero Plus Dialing, Inc. does not set the rates charged by the carriers for which we bill, we do make every effort to ensure that their services comply with State and Federal regulations.

Carrier(s):  
Opticom

Credit(s) Issued:  
None issued

Date of Credit(s):

Although no credit has been authorized at this time, upon further direction from Opticom, ZPDI will act accordingly. We apologize for any inconvenience and hope we have provided helpful information for the complainant.

Sincerely,

A handwritten signature in cursive script that reads 'Julie Delgado'.

Julie Delgado  
Regulatory Specialist - Customer Service

cc: Ms. Mary L. Naccarato  
Opticom One Call Communications - Deborah Barrett

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**Corporate Offices**

9311 San Pedro, Suite 300, San Antonio, Texas 78216  
(210) 525-9009 Fax (210) 525-0389



August 17, 1995

RE: Ms. Mary L. Naccarato  
IC-95-05216 (Wright, S.)  
Notice of Informal Complaint

Dear Ms. Naccarato:

This letter acknowledges receipt of the correspondence you forwarded to the Federal Communications Commission (FCC). The FCC has directed us to investigate your concerns under its informal complaints process. The FCC also asked us to provide you with the enclosed informational material regarding the FCC's informal complaints procedures.

Your individual "IC" informal complaint file number is specified in the reference block above. The name in parenthesis after that number is the FCC staff person assigned to your complaint. You should reference this number and name if you contact the FCC about your complaint.

We immediately will begin investigating the situation you describe. Normally, our written investigation report is sent to the FCC within 30 days of the date of the Notice of Informal Complaint. However, difficult or complex matters may take somewhat longer for complete investigation. Under Section 1.717 of the FCC's rules and regulations, 47 C.F.R. 1.717, we will forward a copy of our investigation report to you at the same time that we file the report with the FCC.

Sincerely,

Julie Delgado  
Regulatory Specialist - Customer Service

encl.  
ICB-FS-Procedures

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**Corporate Offices**

9311 San Pedro, Suite 300, San Antonio, Texas 78216  
(210) 525-9009 Fax (210) 525-0389



August 24, 1995

**OPTICOM®**  
A Division of One Call Communications.

Kathie A. Kneff, Chief  
Informal Complaints and  
Public Inquiries Branch  
Common Carrier Bureau  
Federal Communications Commission  
Stop Code 1600A2  
Washington, D.C. 20554

Re: Mary L. Naccarato, IC-95-05216 (Wright, S)  
Notice of Informal Complaint, Dated August 9, 1995

Dear Ms. Kneff:

This letter is in response to the above captioned complaint regarding interstate calling card calls billed by OPTICOM. The complainant states that while she did make calls from South Yarmouth, MA on the date in question, she did not make calls from Dennis, MA as is shown on her billing statement.

OPTICOM utilizes state-of-the-art technology and is in total compliance with all State and Federal regulations. All calls made with a calling card are validated to assure that there has been no problem reported with billing to that particular card. With regard to the complainant's inquiry, data confirms that the calls in question were processed after receiving positive validation.

The following information is in response to the Commission's request for additional information.

1. One Call Communications, Inc. dba OPTICOM has filed an informational tariff with the FCC. The filing effective August 8, 1994 contains the rates at which the call in question was billed.
2. The charges for the calls in question were calculated using the fees and charges listed on the attached tariff pages. Time of day discounts do not apply.

Mile Band 292; automated; calling card.

<u>9 minute call</u>	Initial 3 min	2.13
	6 min @ .71	4.26
	Operator fee	2.81
	Property fee	2.25
	Provider Fee	<u>2.50</u>
		13.95



3. The rates charged are consistent with the rates filed in the informational tariff.

OPTICOM apologizes for any inconvenience the complainant may have encountered. As a one-time customer courtesy, a credit has been issued for \$27.90 plus tax on October 3, 1994. Please note that a credit may take two or more months to appear on the billing statement.

If you require any additional information, please contact Darlene Emerick, Regulatory Specialist, at (800) 876-1300.

OPTICOM  
Legal & Regulatory Department

enclosures

cc: Mary L. Naccarato

*Memorandum*

ONE CALL COMMUNICATIONS, INC.  
d/b/a OPTICOM

INFORMATIONAL TARIFF  
PAGE 36

INTERSTATE OPERATOR SERVICES

SECTION 6. RATES AND CHARGES (Cont'd)

6.1 Per Minute Charges (Cont'd)

6.1.18 Option R - NEW OPTIMAX II

<u>RATE*</u> <u>MILEAGE</u>	<u>FIRST 3 MINUTES</u>	<u>ALL RATE PERIODS</u> <u>MINUTES 4-9***</u>
1-10	\$ 1.7700	\$ .5900/min
11-22	1.8300	.6100/min
23-55	1.8900	.6300/min
56-124	2.0100	.6700/min
125-292	2.1300	.7100/min
293-430	2.2500	.7500/min
431-925	2.3700	.7900/min
926-1910	2.3700	.7900/min
1911-3000	2.5500	.8500/min
3001-4250	2.6700	.8900/min
4251-5750	2.9400	.9800/min

\* Rate mileage is calculated in accordance with AT&T  
Tariff FCC No. 10.

\*\* Operator handling fees also apply as set forth below:

	<u>Automated***</u>	<u>Live***</u>
Calling Card	\$2.81	\$2.81
Collect	\$2.81	\$2.81
Third Party		\$5.31
Person-to-Person		\$6.06

\*\*\* After 9 minutes, rates and surcharges are subject to  
increase up to 50%.

Initial Billing Period (IBP) = 3 minutes  
Minutes 4-9 Billing Period = 3 minute increments  
Minutes 10+ Billing Period = 2 minute increments

EFFECTIVE: August 8, 1994

BY: Deborah Barrett, Vice President  
One Call Communications, Inc. d/b/a OPTICOM  
801 Congressional Blvd., Suite 100  
Carmel, IN 46032



INTERSTATE OPERATOR SERVICES

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SECTION 6. RATES AND CHARGES (Cont'd)

6.2 OPERATOR HANDLING FEE

In addition to per minute charges, calls are subject to an operator handling fee. This charge will be included with usage charges on a user's monthly invoice as set forth in Section 6, subparagraphs 6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.1.5, 6.1.6, 6.1.7, 6.1.8, 6.1.9, 6.1.10, 6.1.11, 6.1.12, 6.1.13, 6.1.14, 6.1.15, 6.1.16, 6.1.17, 6.1.18, 6.1.19, 6.1.20, 6.1.21 and 6.1.22.

6.3 PROVIDER HANDLING FEE

In addition to per minute charges and any operator handling fee as set forth in Section 6.2., calls may be subject to a provider handling fee. This charge will be included with usage charges on a user's monthly invoice as set forth in Section 6, subparagraphs 6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.1.5, 6.1.6, 6.1.7, 6.1.8, 6.1.9, 6.1.10, 6.1.11, 6.1.12, 6.1.13, 6.1.14, 6.1.15, 6.1.16, 6.1.17, 6.1.18, 6.1.19, 6.1.20, 6.1.21 and 6.1.22. Such fee may vary from \$0.00 to \$3.50.

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EFFECTIVE: August 8, 1994

BY: Deborah Barrett, Vice President  
One Call Communications, Inc. d/b/a OPTICOM  
801 Congressional Blvd., Suite 100  
Carmel, IN 46032

INTERSTATE OPERATOR SERVICES

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SECTION 6. RATES AND CHARGES (Cont'd)

6.4 AGGREGATOR SURCHARGES

In addition to the charges described in Section 6, subparagraphs 6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.1.5, 6.1.6, 6.1.7, 6.1.8, 6.1.9, 6.1.10, 6.1.11, 6.1.12, 6.1.13, 6.1.14, 6.1.15, 6.1.16, 6.1.17, 6.1.18, 6.1.19, 6.1.20, 6.1.21, 6.1.22 and 6.2 above, One Call Communications may collect a per call surcharge from the end user on behalf of the Subscriber traffic aggregator. Such surcharges may vary from \$ 0 - \$ 3.50.

6.5 OPERATOR DIALED SURCHARGES

In addition to the per minute charges described in Section 6, subparagraphs 6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.1.5, 6.1.6, 6.1.7, 6.1.8, 6.1.9, 6.1.10, 6.1.11, 6.1.12, 6.1.13, 6.1.14, 6.1.15, 6.1.16, 6.1.17, 6.1.18, 6.1.19, 6.1.20, 6.1.21, and 6.1.22 above, One Call Communications may collect a per call surcharge on Operator Station and Person-to-Person calls when the end-user has the capability of dialing all the digits necessary to complete a call, but elects to dial the appropriate operator code (0,00 or 10XXX+0) and requests the operator to dial the called station. Such surcharges may vary from \$ 0 - \$ 1.50.

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EFFECTIVE: August 8, 1994

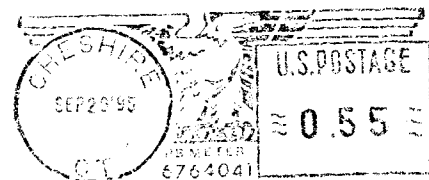
BY: Deborah Barrett, Vice President  
One Call Communications, Inc. d/b/a OPTICOM  
801 Congressional Blvd., Suite 100  
Carmel, IN 46032

Naccarato  
9 Kovacs Place  
Wallingford, CT 06492

FCC MAIL ROOM

SEP 20 1995

RECEIVED



The Honorable Reed Hundt, Chairman  
FCC  
1919 M Street NW  
Washington, DC 20554

